

CITY OF SAN ANTONIO

CONVENTION AND SPORTS FACILITIES DEPARTMENT



OPERATIONAL POLICIES

for the

Henry B. Gonzalez Convention Center
and Lila Cockrell Theatre



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1) **Alcoholic Beverages**

Alcoholic beverages may be served within the facilities during certain events (i.e. dances, banquets, receptions). The RK Group is the exclusive provider of food and beverage catering and concessions, including alcohol. Call (210) 225-4535 or visit www.therkgroup.com for more information.

Licensee is responsible for security comprised of off-duty San Antonio Police Department (SAPD) officers at any event in which alcohol is being served or sold. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

BYOB (Bring You Own Bottle) functions are not permitted in the facilities.

The service or sale of alcohol to minors is prohibited by law. Any concerns regarding alcohol outside of these parameters need to be addressed directly with the RK Group.

See also ["Exclusive and Preferred Services"](#)

2) **Access Cards**

Access cards are available for meeting rooms, ballrooms, and a few ancillary storage rooms. Licensee is responsible for all lost and unreturned cards issued to Licensee of any of its agents or representatives. Lost access cards are \$50.00 each.

See also ["Security"](#)

3) **Animals**

With the exception of service assistance dogs and animals participating in contracted events, such as dog, cat or cattle shows, animals for the purpose of exhibition are not permitted in the facilities without prior written approval from the assigned Events Services Coordinator for the specified event.

When an approved display includes pens or enclosures containing live animals, the following minimal provisions must be made.

- Use of a protective coating (i.e. plastic or visqueen) to protect floors, columns, and any facility equipment.
- Use of some type of absorbent (i.e. saw dust or fire retardant wood shavings) within the pens and around columns.
- Provision of curbing or bike rack to contain animals.
- Supervision of animals at all times.
- Clean-up and proper disposal of absorbents and waste.

Additionally, in accordance with state and San Antonio Metropolitan Health District guidelines, animals are not permitted within fifty (50) feet of any food service preparation or service area, except for assistance dogs.

Please contact your assigned Events Services Coordinator for more information.

See also ["Garden Displays"](#), ["Live Animals"](#), and ["Pets"](#)



4) Audio-Visual (A/V) & Production Services

The facilities' exhibit halls, ballrooms, meeting rooms, and the Lila Cockrell Theatre are equipped with state-of-the-art digital sound systems. Room rental does not include the use of any microphones, paging systems or visual aides. A/V and Production services can be obtained through PSAV – the preferred provider of audio visual services – or another A/V provider. Licensee or other A/V provider may patch into house sound systems for a fee under the supervision of PSAV. A facility stage technician must be onsite during all events when the Lila Cockrell Theatre sound systems and/or equipment will be used. Regular hours of operation for facility staff are 7:45am – 4:30pm, Monday through Saturday, except City holidays. The Licensee will be billed for all overtime labor resulting from their use of house systems or equipment. Overtime rates apply before 7:45am and after 4:30pm, Monday – Saturday, including Sundays, and City holidays. Any other A/V equipment (i.e. screens, projectors) can be obtained through PSAV, or another A/V contractor.

See also [“Event Staff”](#), [“Exclusive and Preferred Services”](#), [“Lila Cockrell Theatre”](#), [“Overtime Policies”](#) and [“Sound”](#)

5) Automobiles

Personally-Owned Vehicles (POV's) may not be driven into the exhibit halls at any time. Vehicle parking in the exhibit halls is prohibited. The only exception to this policy is vehicles that are to be used as part of an exhibit display (i.e. auto shows).

Vehicles may be displayed in the exhibit halls with prior approval from the City of San Antonio Fire Marshal. See the Fire Regulations packet for vehicle-exhibition guidelines. It is the responsibility of the Licensee to ensure that exhibitors are aware of these guidelines.

6) Balloons

Helium balloons are not allowed in any part of the facilities, either for display, for sale, or as gifts. For decoration purposes, air-filled balloons may be used. The Licensee is responsible for informing exhibitors of this policy. The facilities reserve the right to remove any helium-filled balloons at Licensee's expense.

See also [“Helium Balloons”](#)

7) Banners / Signage

With prior approval by the facilities Events Services Division, event-related and professionally-printed banners, ground support entry units, posters, and signs may be displayed in various locations inside and outside of the facilities. Requests for approved locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event.

The installation/rigging of banners, posters and signs weighing less than 250 lbs., can be performed by PSAV, your general services contractor (decorator), or another qualified provider.

Banners, posters, and signs may only be hung at approved hanging points on exterior walls of the Convention Center. Ground supported entry units may be installed at approved locations only at the Convention Center. Licensee is responsible for the removal of all banners, ground supported entry units, posters, and signs. Please contact your assigned Events Services Coordinator for more information.

No decorative or structural items may be attached to or hung from any overhead beam, column, handrail, utility pipe, exterior wall, or fence without prior written approval. The Licensee will be charged for the labor and materials required for removal resulting from violation of this policy.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet flame-proofing requirements and must have the prior approval of the City's



Fire Marshal.

Except as noted in this section and in “Hanging” herein, all other banners, posters, signs, etc.:

1) Must have the prior approval of the facilities; 2) must be professionally-printed; 2) and can only be displayed on easels and individual place holders. **Under no circumstances should any posters, signs, etc. be attached to walls, doors, or windows.** Licensee is responsible for the removal of all such posters, signs, etc., and any cleaning of residue left by item, at the conclusion of their event. This policy applies to banners, posters, signage, etc. throughout convention center, including exhibition areas and in individual exhibit booths. Licensee is responsible for the labor and materials required for repair resulting from violation of this policy.

See [“Draping”](#), [“Fire Marshal”](#), [“Hanging”](#), [“Posters/Signage”](#) and [“Rigging”](#)

8) Box Office

See [“Ticketing”](#)

9) Business Center & Services

The UPS Store is the exclusive operator of the Business Center and provider of business services. Call (210) 258-8950 or visit www.theupsstore.com/4180.html for more information.

See [“Exclusive and Preferred Services”](#)

10) Carpet Tape

See [“Tape”](#)

11) Cascarones (Confetti-Filled Eggs)

The use or display of cascarones (confetti-filled eggs) is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also [“Confetti”](#), [“Glitter”](#), and [“Rice”](#)

12) Casino Functions

Casino functions require the prior written authorization of the facilities Director. Contact your assigned Events Services Coordinator for more information.

13) Catering (Food & Beverage)

The RK Group is the exclusive provider of food and beverage catering and concessions. Call (210) 225-4535 or visit www.therkgroup.com for more information.

See [“Exclusive and Preferred Services”](#)

14) Change-Overs/Set-ups

Meeting room rental includes one (1) setup per day. Additional setups or change-overs during the same rental day are charged at labor and equipment rates in effect at time of signed contract.

15) Concessions (Food & Beverage)

The RK Group is the exclusive provider of food and beverage catering and concessions. Call (210) 225-4535 or visit www.therkgroup.com for more information.

See [“Exclusive and Preferred Services”](#)



16) Confetti

The use or display of confetti, glitter, or rice is prohibited within the facilities, including the Lila Cockrell Theatre stage. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also [“Cascarones”](#), [“Glitter”](#), and [“Rice”](#)

17) Crate Storage

The Licensee’s general services contractor (decorator) shall provide crate storage. With facilities’ representative approval, areas rented by the Licensee may be used to store boxes and other equipment. Wooden crates are not allowed in the facilities without prior approval from the City’s Fire Marshal. The facilities are not responsible for damage or theft.

18) Credentials / Identification

The Convention and Sports Facilities Department requires all staff to wear proper identification, to include convention center staff and exclusive service providers. Licensee is responsible for providing staff with proper credentials. It is the responsibility for all contracted service providers working in the facility to properly identify their respective staff, including temporary staff. ID badges or wristbands, company logo or company name shirts will suffice and must be worn before entering the facility. The CSF Department reserves the right to deny access to individuals who do not have proper identification.

19) Damage

The facilities are not responsible for loss, damage or injury to persons or property of Licensee or Licensee’s officers, directors, representatives, consultants, assigns, agents, employees, volunteers, contractors, or subcontractors sustained from any cause prior to, during or subsequent to, the period covered by the lease; and the Licensee shall expressly release the facilities and the City of San Antonio from any and all claims for such loss, damage, or injury. The Licensee will indemnify, save and hold harmless the facilities and City of San Antonio from all actions or proceedings to recover damages for injuries to persons or property arising from the Licensee’s occupancy of the leased premises or the Licensee’s actions therein.

The Licensee agrees to pay for any damages to the leased premises resulting from the Licensee’s use or occupancy thereof; or resulting from any acts or omissions, intentional, negligent or accidental, whether said acts or omissions are those of the Licensee, its agents or employees, contracted service providers, or persons participating in or attending the function contemplated by this lease.

Licensee should contact their assigned Events Services Coordinator to schedule a pre-event and post-event tour of all leased space in order to establish the condition of the leased space prior to and after the event.

The City of San Antonio shall not be liable to the Licensee for any damage, loss, or expense of any kind sustained by the Licensee as a result of theft, vandalism or malicious mischief.

20) Dance Floor

Depending upon availability, dance floors are available for rent from the facilities. Dance floors are comprised of 3’ x 3’ sections and rental fees are based on facility rates in effect at time of use. Dance floors may be used only on carpeted surfaces. Use of dance floors on concrete (i.e. exhibit halls and certain walkways), and tile (i.e. certain common areas), is prohibited. Dance floors cannot be placed on risers nor can they be used outdoors.

21) Dances

Licensee is responsible for security comprised of Off-Duty San Antonio Police Department



(SAPD) officers at dances. The final number of officers is determined solely by the SAPD Off- Duty Employment Unit (ODEU) based on event requirements. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

See [“Exclusive and Preferred Services”](#)

22) Decals

See [“Stickers/Decals/Adhesives”](#)

23) Deposits

Licensee is responsible for submitting a rental deposit upon return of the signed contract to the facilities. Deposits are payable to the “City of San Antonio – Convention and Sports Facilities” and can be paid by cash, check, money order, or credit card and must include the Licensee’s name as listed on the signed contract. For certain government- sponsored and other events, a valid purchase order may be substituted for the deposit. The amount of the deposit is determined by the Booking and Services Division based on the event. The deposit and signed contract must be returned in a timely manner by the due date stipulated in order to ensure proper event scheduling. Contracts are not legally binding until executed by the facility and deposits are received. Please contact the Booking and Services Division at (210) 207-8500 for more information.

See also [“Lease”](#), [“Payment”](#), [“Rental Rates”](#) and [“Refunds”](#)

24) Docks

See [“Loading Docks”](#)

25) Draping

Exhibit halls and Ballroom C have specific approved hanging points for exhibitors and decorators. No decorative or structural items may be attached to or hung from any overhead beam, column, handrail, utility pipe, exterior wall, or fence without prior written approval. The Licensee will be charged for the labor and materials required for removal resulting from violation of this policy.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet flame-proofing requirements and must have the prior approval of the City’s Fire Marshal.

The hanging of items weighing less than 250 lbs. can be performed by PSAV, your general services contractor (decorator), or another qualified provider.

The rigging of items in the Convention Center that weigh over 250 lbs. must be reviewed and approved by PSAV – the exclusive provider of rigging services – and PSAV must supply and hang everything from the chain hoist/motor up to the ceiling.

Due to ceiling limitations in Ballrooms A and B, any rigging needs must be specifically reviewed and approved by PSAV.

See also [“Banners”](#), [“Exclusive and Preferred Services”](#), [“Fire Marshal”](#), [“Hanging”](#) and [“Rigging”](#)

26) Drayage

The facilities do not accept freight shipments for Licensees or exhibitors. Freight must be consigned, prepaid or billed to the Licensee’s general services contractor (decorator), or delivered direct to the service contractor during the event. Shipments cannot be received at the facilities prior to the Licensee’s contracted event dates. All shipments arriving prior to the Licensee’s contracted event dates will be denied.



The UPS Store is the exclusive operator of the Business Center and provider of business services, and can also provide drayage services. Call (210) 258-8950 or visit www.theupsstore.com/4180.htm for more information.

See "[Exclusive and Preferred Services](#)"

27) Electricity

The facilities do not provide electricity for Licensees or exhibitors. Licensees must utilize one of the exclusive providers of temporary event utilities for power, lighting, compressed air, water and drain lines, fill and drain services, gas cylinders, and associated labor. If there is not a sufficient number of outlets in the facilities' meeting rooms, Licensee is responsible for obtaining additional electrical service through one of the exclusive providers of temporary event utilities.

See also "[Exclusive and Preferred Services](#)" and "[Utility Services](#)"

28) Elevators

Passenger and freight elevators are available throughout the facilities. Under no circumstance is freight allowed in passenger elevators nor passengers allowed in freight elevators.

29) Event Cancellation

Should Licensee choose to cancel an event, written notification must be submitted to the assigned Booking and Services Coordinator.

Should Licensee release any or all of their rented space, Licensee will forfeit all payments, unless the space is subsequently resold to another party for the same dates. Although the facilities will make every effort to resell the space, the Licensee understands that the facilities are under no obligation to resell the space.

Contact your assigned Booking and Services Coordinator for more information.

30) Event Staff

Rental fees do not include personnel.

Licensee is responsible for security in the form of Off-Duty San Antonio Police Department (SAPD) officers for certain events including public events, dances, banquets and events in which alcohol is served, overnight security, move-in/move-out, and the use of bus shuttle areas, Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event specifications. The facilities do not provide additional security for trade show or entertainment events. No event staff, other than SAPD ODEU security, is allowed to physically intervene with anyone within the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Public shows in the convention center require the use of qualified ushers. Contact your assigned Events Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sahbgcc.com.

Ticketed events in the Lila Cockrell Theatre require the use of in-house event staff for ticket taking, ushering and door monitoring. Contact your assigned Events Services Coordinator for more information.

See also "[Exclusive and Preferred Services](#)", "[Guard Services](#)", "[Security](#)" and "[Ushers](#)"



31) **Exclusive and Preferred Services**

The following are exclusive and preferred (non-exclusive) service providers in the facilities. Licensees should not contract for any services which conflict with or violate the terms of any exclusive agreements.

Service	Provider
Audio-Visual & Production Services (<i>preferred</i>) (exclusive for patches into house sound system)	PSAV (210) 308-0182 http://partner.psav.com/hbgcc
Business Center (<i>exclusive</i>)	The UPS Store (210) 258-8950 www.theupsstore.com/4180.htm
Food & Beverage Catering and Concessions (<i>exclusive</i>)	The RK Group (210) 225-4535 www.therkgroup.com
Security (<i>exclusive</i>)	San Antonio Police Department (SAPD) Off-Duty Employment Unit (ODEU) (210) 207-7020
Novelty Sales (<i>exclusive</i>)	The RK Group (210) 225-4535 www.therkgroup.com
Rigging (<i>exclusive</i>) (PSAV is exclusive from the chain hoist/motor up to the ceiling for items weighing more than 250 lbs. in the Convention Center. They are non-exclusive below the chain hoist/motor in the Convention Center, and in the Lila Cockrell Theatre)	PSAV (210) 308-0182 http://partner.psav.com/hbgcc
Telecommunications (<i>exclusive</i>)	SmartCity Networks (210) 258-8900 www.smartcitynetworks.com
Event Ticketing (<i>exclusive</i>)	Ticketmaster (210) 525-1100 www.ticketmaster.com
Ticket takers, ushers and door monitors for ticketed events in the Lila Cockrell Theatre (<i>exclusive</i>)	In-house Staff Contact your Assigned Events Coordinator
Temporary Event Utilities (<i>exclusive</i>) (incl. temp. power, lighting, compressed air, water and drain lines, fill and drain services, gas cylinders, and associated labor)	Edlen Electrical Exhibition Services (210) 662-9450 www.edlen.com Freeman (210) 227-0341 www.freemanco.com



32) Exhibit Booth Furnishings

The facilities do not furnish equipment, furniture or fixtures (i.e. pipe & drape, tables, chairs, carpet, wastebaskets) for exhibitors. Licensee must contract with a general services contractor (decorator) for these items.

33) Exhibit Booth Cleaning

The facilities are not responsible for the cleaning of exhibit booths. Licensee must contract with a general services contractor (decorator) for this service.

34) Fire Marshal

Licensee is responsible for contacting the San Antonio Fire Department's Office of the Fire Marshal at (210) 207-3695 to ensure their event is in compliance with fire and safety regulations. Events with exhibits and/or large general assemblies in exhibit halls and/or ballrooms must have floor plans/layouts approved in advance by the Fire Marshal. The Fire Marshal has authority to stop an event for safety purposes.

Licensee is responsible for Fire Marshal personnel required for certain events, including public events.

See also ["Banners"](#), ["Draping"](#), and ["Hanging"](#)

35) Floors

Licensee is responsible for providing drip pans and scrap buckets for any operating machinery or materials displayed, demonstrated, or sampled to prevent any liquids (i.e. lubricants, paint) from staining or damaging the floor or causing a safety hazard. Licensee is responsible for any damages and clean up as a result of violations of this policy.

36) Floor Plans/Exhibit Layouts

Exhibit floor plans/layouts must be submitted to your assigned Events Services Coordinator and to the City's Fire Marshal for approval prior to distribution to exhibitors. These plans must be submitted no later than 90 days prior to the event.

Plans must indicate sufficient minimum aisle width and there should be no obstructions to fire exits, fire exit signs, fire hose cabinets, fire alarm pull stations, or concession stands. Further, there should be no obstructions which reduce the amount of space in and adjacent to ingress and egress areas.

Licensee is responsible for any additional equipment and/or labor resulting from alterations to plans.

See also ["Fire Marshal"](#)

37) Food & Beverage

The facilities reserve all rights with respect to food and beverage services. The facility also reserves the right to refuse outside food and beverage onto convention center property.

The RK Group is the exclusive provider of food and beverage catering and concessions. No other food or beverage that is not provided by the RK Group is allowed. Call (210) 225-4535 or visit www.therkgroup.com for more information.

See also ["Catering"](#), ["Concessions"](#) and ["Exclusive and Preferred Services"](#)

38) Food Shows

Licensee is responsible for providing food waste containers for exhibitors and providing disposal of trash & food waste. Containers must be accessible to exhibitors on a daily basis. All waste should be discarded on a daily basis in plastic bags, secured and placed in a designated trash dumpster.



Grease buckets and portable sinks must be provided for all grease disposal and exhibitor cleaning. Washing of containers and/or dumping of grease, food items, etc. in restrooms is strictly prohibited. Licensee is responsible for obtaining these items through their general services contractor (decorator) or one of the exclusive temporary event utilities providers. Licensee is responsible for coordinating the donation of excess food to third parties. Cooking with open flames before and during food shows is prohibited. A fire extinguisher must be readily available throughout the event.

See also ["Exclusive and Preferred Services"](#)

39) Free Items

Licensees and exhibitors may offer free items, except for firearms and other weapons, to event attendees. Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities' exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples. Contact your Events Services Coordinator for more information.

See also ["Giveaways"](#), ["Samples"](#) and ["Raffles"](#)

40) Garbage

See ["Trash Removal"](#)

41) Garden Displays

For exhibits containing soil, humus, or similar materials a protective coating of plastic or visqueen must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage. It is the responsibility of the contracted service provider to clean or remove any of the items listed that may be on the floor, carpet, facilities equipment, etc. at the time of move out.

See also ["Animals"](#), ["Live Animals"](#) and ["Pets"](#)

42) General Services

Room rental includes: one (1) setup per day; general room lighting; air conditioning and heating during event hours; tables and chairs; skirting of head tables, hollow squares and registration tables; lectern; water service at head table; general cleaning and cleaning of restrooms, and; removal of trash (caterer/concessionaire and decorator trash not included). Quantities of skirting are limited.

Room rental does not include: additional setups or change-overs during the same rental day; air conditioning and/or heating for move-in/move-out days; additional tables for catering service; linens for round tables; additional lecterns, and water service at additional tables. Additional tables for catering service and round table-top linens are available through the facilities' catering provider. All other services are at additional cost.

In order to minimize Licensee costs and ensure an efficient setup, Licensee should provide their assigned Events Services Coordinator with all setup requirements as soon as possible and no later than 30 days prior to move in.

Only a minimum number of work lights are utilized during move-in/move-out. At the discretion of the Events Services Coordinator, at the conclusion of each event day all lights, except for work lights, and escalators will be turned off. Any additional use must be coordinated with the assigned Events Services Coordinator and will be subject to additional charges.



Please contact your assigned Events Services Coordinator for more information.

See also [“Exclusive and Preferred Services”](#) and [“Service Contractors”](#)

43) Giveaways

Licensees and exhibitors may offer giveaways, except for firearms and other weapons, to event attendees. Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities' exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples. Contact your Events Services Coordinator for more information.

See also [“Free Items”](#), [“Raffles”](#) and [“Samples”](#)

44) Glitter

The use or display of glitter is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also [“Cascarones”](#), [“Confetti”](#) and [“Rice”](#)

45) Guard Services

Licensee is responsible for all event staff, including but not limited to, ushers, ticket takers, door monitors, badge checkers, t-shirt security, and meeting room monitors. Licensee must use Off-Duty police officers arranged through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (ODEU) for certain events, including events in which alcohol is served, overnight security, move-in/move-out, and the use of bus shuttle areas, Convention Way and Bowie St. drop-off. The facilities do not provide additional security for trade show or entertainment events. No event staff, other than SAPD ODEU security, is allowed to physically intervene with anyone with the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements. Contact the assigned Events Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sahbgcc.com.

See also [“Event Staff”](#), [“Exclusive and Preferred Services”](#), [“Security”](#), [“Police Officers”](#), and [“Ushers”](#)

46) Handicapped Access

Licensee is responsible for compliance with the Americans with Disabilities Act (ADA) of 1990 and shall ensure that all activities comply with during the term of the contract.

The facilities provide handicapped curb cut outs and will inform the Licensee of convenient handicapped routes when necessary.

47) Hanging

Exhibit halls and Ballroom C have specific approved hanging points for exhibitors and decorators. With prior approval by the Events Services Division, event-related and professionally-printed banners and signs may be displayed in various locations inside and outside of the facilities. Requests for banner locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event. The hanging/rigging of banners, weighing less than 250 lbs., can be performed by PSAV, your general services contractor (decorator), or another qualified provider.

Call (210) 308-0182 or visit <http://partner.psav.com/hbgcc> for more information about rigging.

Due to ceiling limitations in Ballrooms A and B, any hanging needs must be specifically reviewed and



approved by PSAV.

Banners may only be hung at approved hanging points on exterior walls of the Convention Center. Licensee is responsible for the removal of all banners. Please contact your assigned Events Services Coordinator for more information.

See also [“Banners”](#), [“Draping”](#), [“Exclusive and Preferred Services”](#), [“Fire Marshal”](#), [“Posters/Signage”](#) and [“Rigging”](#)

48) Helium Balloons

Helium balloons are not allowed in any part of the facilities, either for display, for sale, or as gifts. For decoration purposes, air-filled balloons may be used. The Licensee is responsible for informing exhibitors of this policy. The facilities reserve the right to remove any helium-filled balloons at Licensee's expense.

See also [“Balloons”](#)

49) Insurance –

A current and valid certificate of insurance naming the facilities and City of San Antonio as additional insured must be provided for all events at least sixty (60) days prior to occupancy and shall provide for the following minimum coverages and liability limits as specified in the contract.

TYPE	AMOUNTS
1. Workers' Compensation	Statutory
2. Employers' Liability	\$1,000,000 per category
3. Commercial General (Public) Liability Insurance to include coverage for the following (*where the exposure exists): a. Premises Operations b. *Independent Contractors c. Productions/completed operations d. Personal Injury e. Contractual Liability f. *Environmental Impairment/Impact – sufficiently broad to cover disposal liability g. *Broad form property damage, to include fire legal liability	For Bodily Injury and Property Damage of \$1,000,000 per occurrence; \$2,000,000 General Aggregate, or its equivalent in Umbrella or Excess Liability Coverage
4. Business Automobile Liability a. Owned/leased vehicle b. Non-owned vehicle c. Hired Vehicles	Combined Single Limit for Bodily Injury and Property Damage of \$1,000,000 per occurrence

The required policy may be purchased through the City of San Antonio's Tenant Users Liability Insurance Program (TULIP). Contact the Booking and Services Division for more information.



50) Internet Services

Wired and wireless internet connection services are provided throughout the facilities by SmartCity Networks, the exclusive provider of telecommunications services. Contact (210) 258-8900 or visit www.smartcitynetworks.com for more information. Complimentary WiFi is currently provided in the Entrance Lobby and some public areas of the facility.

See also [“Exclusive and Preferred Services”](#)

51) Keys

Keys are available for certain office spaces and ancillary storage rooms within the facilities. Licensee is responsible for all lost or unreturned keys issued to Licensee or any of its agents or representatives. **Lost keys are \$200 each.**

See also [“Access Cards”](#) and [“Security”](#)

52) Lease

Licensee event dates are not considered **“definite”** or **“contracted”** until a signed Lease Agreement and deposit are returned to the Booking and Services Division. “Tentative” dates are provided to Licensees as a courtesy only. Until such time the facilities receive a signed agreement and deposit for “tentative” dates they are subject to re-booking by the facilities.

See also [“Deposits”](#), [“Payment”](#), [“Rental Rates”](#) and [“Refunds”](#)

53) Licenses/Permits/Taxes

The Licensee shall be responsible for acquiring and shall pay the costs of any and all licenses, permits, and taxes required by authorities having jurisdiction over the facilities. Exhibitors may be responsible for acquiring and shall pay the costs of permits, including health and sales tax permits.

54) Lighting

Other than general lighting described in “General Services”, the facilities do not provide any special lighting in exhibit halls and meeting rooms. The Lila Cockrell Theatre is equipped with stage lighting. Licensee is responsible for any special lighting. All lighting equipment must be operated by qualified personnel. Depending on the lighting requirements, Licensee can contact PSAV – the preferred provider of audio visual services – one of the exclusive temporary event utilities providers or another qualified provider.

For special lighting requirements in the Lila Cockrell Theatre please contact your assigned Events Services Coordinator.

See also [“Audio Visual \(A/V\)”](#), [“Electricity”](#), [“Exclusive and Preferred Services”](#), [“General Services”](#), [“Lila Cockrell Theatre”](#) and [“Utility Services”](#)

55) Lila Cockrell Theatre

The Lila Cockrell Theatre is equipped with stage lighting and a state-of-the-art digital sound system. Licensee should contact their assigned Events Services Coordinator or Lila Cockrell Theatre stage manager for any stage, lighting, and sound requirements.

Room rental includes: house and site lighting; air conditioning and heating during event hours; general cleaning and cleaning of restrooms; tables and chairs in lobby for display and/or novelty sales, and; removal of trash (caterer/concessionaire and decorator trash not included), Air conditioning and/or heating for move-in/move-out days is an additional cost. Licensee is responsible for stage technician costs outside of normal business hours, Monday through Saturday, holidays and Sundays.



Licensee is responsible for all event staff, including but not limited to, stage managers, ushers, badge checkers, door monitors, ticket takers, meeting room monitors, stagehands, riggers, security, t-shirt security, and additional labor. Licensee is responsible for contracting with an Event Staffing contractor for these services, but no event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Contact the assigned Events Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sahbgcc.com.

Ticketed events in the Lila Cockrell Theatre require the use of in-house staff for ticket taking, ushering and door monitoring and SAPD ODEU for security.

See also, , [“Event Personnel”](#), [“Event Staff”](#), [“Exclusive and Preferred Services”](#), [“Guard Services”](#), [“Lighting”](#) [“Security”](#), ,and [“Ushering”](#)

56) Literature/Handouts/Leaflets

Licensee is responsible for obtaining prior approval from the facilities for the distribution of any printed materials. Licensee is subject to additional cleaning fees for the distribution of printed materials and all materials will be either recycled or discarded.

57) Live Animals

For exhibits containing pens or enclosures containing live animals, a protective coating of plastic or visqueen and hay or wood shavings must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage. Pens or enclosures must be located 50 feet from any food and beverage locations. A handler must accompany animal at all times and is responsible for clean up. Licensee is responsible for obtaining the prior written approval of the Events Services Division for the exhibition of live animals.

See also [“Animals”](#), [“Garden Displays”](#) and [“Pets”](#)

58) Loading Docks

The facilities' loading docks are for the use of exhibitors, decorators and contractors during event move-in and move-out only. General services contractors (decorators) do not have authority to prevent authorized access to the loading docks. Unauthorized vehicles are subject to removal at owner's expense.

Licensee is responsible for obtaining traffic control and access personnel in and around the dock area during move-in and move-out. Licensee must use off-duty police officers through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (ODEU) for traffic control and access. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

See also [“Exclusive and Preferred Services”](#) and [“Move-In/Move-Out”](#)

59) Logos

Licensee or exhibitors may not use the City of San Antonio logo or facilities' logo for any purposes without the prior approval of the facilities' Director. The use of the City of San Antonio, Convention and Sports Facilities, or Convention and Visitors Bureau logos in any brochures, advertisements, or other publicity must be approved in advance by the Director of Convention and Sports Facilities.

60) Meeting Room Service

Room rental includes: one (1) setup per day; general room lighting; air conditioning and heating during event hours; tables and chairs; skirting of head tables, hollow squares and registration tables;



lectern; water service at head table; general cleaning and cleaning of restrooms, and; removal of trash (caterer/concessionaire and decorator trash not included). Quantities of skirting are limited.

Room rental does not include: additional setups or change-overs during the same rental day; air conditioning and/or heating for move-in/move-out days; additional tables for catering service; linens for round tables; additional lecterns, and; water service at additional tables. Additional tables for catering service and oval table-top linens are available through the facilities' catering provider. All other services are at additional cost.

Please contact your assigned Events Services Coordinator for more information.

See also ["General Services"](#) and ["Setups and Change-Overs"](#)

61) Message Facilities

The facilities do not provide message services for Licensee or their agents or representatives. The facilities' operator will provide Licensee contact information to callers if approved and provided by Licensee.

62) Move-In/Move-Out

Move-in/move-out days are at additional cost. The rental rate for move-in/move-out days is fifty (50%) percent of the daily rental rate and does not include air conditioning and/or heating. The facilities cannot guarantee the availability of move-in/move-out days or loading dock availability immediately prior to or after a Licensee's event.

Licensee is responsible for providing traffic control and access personnel in and around the dock area during move-in and move-out. Licensee must use Off-Duty police officers through the San Antonio Police Department's (SAPD) Off-Duty Employment Unit (ODEU) for traffic control and access. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

The facilities' do not provide any equipment for move-in/move-out such as tools, forklifts, dollies, etc. Licensee is responsible for obtaining any such equipment through a general services provider (decorator).

See also ["Exclusive and Preferred Services"](#) and ["Loading Docks"](#)

63) Nails

See ["Staples/Tacks/Nails"](#)

64) Natural Gas

Natural Gas is not available. Gas cylinders must be obtained through one of the exclusive providers of temporary event utilities, subject to approval by the facilities and the City's Fire Marshall. At conclusion of each event, gas cylinders must be removed from convention center property. Please contact your assigned Events Services Coordinator for more information.

See also ["Propane"](#), ["Exclusive and Preferred Services"](#) and ["Utility Services"](#)

65) Noise

Licensee is responsible for ensuring that individual exhibitor activities do not disturb or disrupt the activities of any other exhibitor or any other events within the facilities. The facilities reserve the right to monitor event activities and to remove or cause to remove any activities which violate this policy.

66) Novelties

Licensee may sell event-related souvenirs, programs, novelties or merchandise with the prior



approval of the facilities and subject to facilities' novelty sales policies.

The RK Group is the exclusive provider of novelty sales for public events with paid admission. Call (210) 225-4535 or visit www.therkgroup.com for more information.

See also "[Exclusive and Preferred Services](#)"

67) Overtime Policies

A facility stage technician must be on-duty for all event hours when the Lila Cockrell Theatre's sound systems and/or equipment will be used. Regular hours of operation for facility staff are 7:45am – 4:30pm, Monday through Saturday, except City holidays. The Licensee will be billed for all overtime labor resulting from their use of house systems or equipment. Current overtime rates apply prior to 7:45am and after 4:30pm, Monday-Saturday, on Sundays, and City holidays.

See also "[Audio/Visual \(A/V\)](#)" and "[General Services](#)"

68) Painting

Paint of any kind and painting are strictly prohibited inside and outside the facilities.

69) Parking

The facilities do not provide parking. Limited daily parking for a fee is available at various surface parking lots and garages adjacent to the facilities. Under certain strict circumstances, Licensee may rent a limited number of parking spaces at the facilities' surface parking lot located at 1001 E. Market St. In addition, a limited number of temporary parking passes in certain limited areas of the facilities may be available for Licensee and their agents or representatives, dependent upon event scheduling and other criteria. Please contact your assigned Events Services Coordinator for more information.

70) Payment

Licensee is responsible for submitting a rental deposit upon return of the signed contract to the facilities. Payments are payable to the "City of San Antonio – Convention and Sports Facilities" and can be paid by cash, check, money order, or credit card and must include the Licensee's name as listed on the signed contract. For certain government-sponsored and other events a valid purchase order may be substituted for the deposit. Deposit amounts are determined by the Booking and Services Division prior to the event and invoice amounts are determined by your assigned Events Services Coordinator. Deposits must be returned in a timely manner by the due date stipulated in order to ensure proper event scheduling. Contracts are not legally binding until deposits are received. Please contact the Booking and Services Division at (210) 207-8500 for more information.

See also "[Deposits](#)", "[Lease](#)", "[Rental Rates](#)" and "[Refunds](#)"

71) Permits

See "[Licenses/Permits/Taxes](#)"

72) Pets

With the exception of service assistance dogs and animals participating in contracted events, such as dog, cat or cattle shows, animals for the purpose of exhibition are not permitted in the facilities without prior written approval from the assigned Events Services Coordinator for the specified event.

Additionally, in accordance with state and San Antonio Metropolitan Health District guidelines, animals are not permitted within fifty (50) feet of any food service preparation or service area, except for assistance dogs. Animal must have a handler at all times for supervision and clean up.



Please contact your assigned Events Services Coordinator for more information.

See also [“Animals”](#), [“Garden Displays”](#) and [“Live Animals”](#)

73) Plants

The facilities do not provide plants. Licensee must obtain plants through a general services contractor (decorator).

For exhibits containing soil, humus, or similar materials a protective coating of plastic or visqueen must be used to protect the floor, carpet, and all facilities equipment. Curbing must also be used to retain loose material, and to prevent leaks and fluid seepage.

See also [“Animals”](#), [“Garden Displays”](#) and [“Live Animals”](#) and [“Pets”](#)

74) Police Officers

Licensee is responsible for security in the form of Off-Duty San Antonio Police Department (SAPD) officers for certain events including public events and events in which alcohol is served, overnight security, move-in/move-out, and the use of bus shuttle areas, Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. The facilities do not provide additional security for trade show or entertainment events. No event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities. Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements. Ticketed events in the Lila Cockrell Theatre require the use of in-house staff for ticket taking, ushering, and door monitoring and SAPD ODEU for security.

See also [“Event Staff”](#), [“Exclusive and Preferred Services”](#), [“Guard Services”](#), [“Security”](#), and [“Ushers”](#)

75) Posters/Signage

With prior approval by the facilities Events Services Division, event-related and professionally- printed banners, ground support entry units, posters, and signs may be displayed in various locations inside and outside of the facilities. Requests for approved locations must be submitted in writing to your assigned Events Services Coordinator no later than thirty (30) days prior to your event.

The installation/rigging of banners, posters and signs weighing less than 250 lbs., can be performed by PSAV, your general services contractor (decorator), or another qualified provider.

On all PSAV rigging, PSAV must supply and hang everything from the chain hoist/motor up to the ceiling. Rigging below the chain hoist/motor and in the Lila Cockrell Theatre is non-exclusive. Call (210) 308-0182 or Go to <http://partner.psav.com/hbgcc> for more information about rigging.

Banners, posters, and signs may only be hung at approved hanging points on exterior walls of the Convention Center. Ground supported entry units may be installed at approved locations only at the Convention Center. Licensee is responsible for the removal of all banners, ground supported entry units, posters, and signs. Please contact your assigned Events Services Coordinator for more information.

No decorative or structural items may be attached to or hung from any overhead beam, column, handrail, utility pipe, exterior wall, or fence without prior written approval. The Licensee will be charged for the labor and materials required for removal resulting from violation of this policy.

Drapes, decorations, buntings, and other decorative materials must be fire retardant materials properly treated to meet flame-proofing requirements and must have the prior approval of the City's Fire Marshal.



Except as noted in this section and in "Hanging" herein, all other banners, posters, signs, etc.:

1) must have the prior approval of the facilities; 2) must be professionally-printed; 2) and can only be displayed on easels and individual place holders. **Under no circumstances should any posters, signs, etc. be attached to walls, doors, or windows.** Licensee is responsible for the removal of all such posters, signs, etc., and any cleaning of residue left by item, at the conclusion of their event. This policy applies to banners, posters, signage, etc. throughout convention center, including exhibition areas and in individual exhibit booths. Licensee is responsible for the labor and materials required for repair resulting from violation of this policy.

See also ["Banners"](#), ["Draping"](#), ["Exclusive and Preferred Services"](#), ["Hanging"](#) and ["Rigging"](#)

76) Propane

Please refer to the Fire Regulations Packet.

See also ["Exclusive and Preferred Services"](#), ["Natural Gas"](#) and ["Utility Services"](#)

77) Raffles

Licensees and exhibitors may conduct raffles of items, except for firearms and other weapons. Raffles requiring the purchase of a ticket require the prior approval of the facilities. Sample food and beverage items have specific limitations; consult your assigned Events Services Coordinator for more information.

See ["Free Items"](#), ["Giveaways"](#) and ["Samples"](#)

78) Recycling

The facilities recycle various items and materials including, glass, plastic, aluminum, and paper, and donate unused prepared food to local food banks and charities. Contact your assigned Events Services Coordinator for more information.

79) Refunds

In the event Licensee is due a refund of any deposits or payments, a check, made payable to the Licensee, will be issued in 6-8 weeks after the final invoice is approved.

See also ["Deposits"](#), ["Lease"](#), ["Payments"](#) and ["Rental Rates"](#)

80) Registration

The facilities will provide registration areas to Licensee: 1) subject to availability, based on other events and activities within the facilities; 2) based on the Licensee's rental and location of areas within the facilities, and; 3) subject to the prior approval of the facilities and Fire Marshal.

For more information contact the Booking and Services Division at (210) 207-8500.

81) Rental Rates

For rental rates and availability, please contact the Booking and Services Division at (210) 207- 8500.

See also ["Deposits"](#), ["Lease"](#), ["Payment"](#) and ["Refunds"](#)

82) Rice

The use or display of rice is prohibited in the facilities. Licensee is responsible for the labor and materials required for clean-up resulting from violation of this policy.

See also ["Cascarones"](#), ["Confetti"](#) and ["Glitter"](#)



83) Rigging

Exhibit halls and Ballroom C have specific approved hanging points for exhibitors and decorators. The rigging of items weighing less than 250 lbs. can be performed by PSAV, your general services contractor (decorator), or another qualified provider.

The rigging of items in the Convention Center that weigh over 250 lbs. must be reviewed and approved by PSAV – the exclusive provider of rigging services – and PSAV must supply and hang everything from the chain hoist/motor up to the ceiling. Rigging below the chain hoist/motor and in the Lila Cockrell Theatre is non-exclusive. Licensee shall comply with the facilities' and PSAV's rigging guidelines and rigging plots/diagrams delineating rigging points and loads. Call (210) 308-0182 or visit to <http://partner.psav.com/hbgcc> for more information about rigging.

Due to ceiling limitations in Ballrooms A and B, any rigging needs must be specifically reviewed and approved by PSAV.

See also [“Banners”](#), [“Draping”](#), [“Exclusive and Preferred Services”](#) [“Hanging”](#), and [“Posters/Signage”](#)

84) Risers/Staging

The facilities can provide up to 40” high risers/staging at additional cost, depending on quantity and availability. Licensee is responsible for obtaining taller riser/staging requirements from a contractor.

85) Samples

Licensees and exhibitors may distribute free samples of food, beverages, refreshments, sundries, etc. that are not the same concession items sold by the facilities' exclusive caterer/concessionaire and which are directly-related to the event. The facilities reserve the right to regulate the size and type of samples.

See also [“Free Items”](#), [“Giveaways”](#) and [“Raffles”](#)

86) Security

Licensee is responsible for security in the form of Off-Duty San Antonio Police Department (SAPD) officers for certain events including public events, dances, banquets, and events in which alcohol is served, overnight security, move-in/move-out, and the use of bus shuttle areas, Convention Way and Bowie St. drop-off. The final number of officers is determined solely by the SAPD Off-Duty Employment Unit (ODEU) based on event requirements. The facilities do not provide additional security for trade show or entertainment events. No event staffs, other than SAPD ODEU security, are allowed to physically intervene with anyone within the facilities.

Licensee can contact the SAPD ODEU directly at (210) 207-7020 for more information or to make arrangements.

Licensee is responsible for all event staff, including but not limited to, ushers, badge checkers, door monitors, meeting room monitors, security, and t-shirt security. Public shows in the convention center require the use of qualified ushers. Licensee is responsible for contracting with an Event Staffing contractor for these services. Contact your assigned Events Services Coordinator for more information and a list of vendors or visit the facilities' website at www.sahbgcc.com.

Ticketed events in the Lila Cockrell Theatre require the use of in-house event staff for ticket taking, ushering, and door monitoring.

Keys are available for certain office spaces and ancillary storage rooms within the facilities. Licensee is responsible for all lost or unreturned keys issued to Licensee or any of its agents or representatives. Lost keys are \$200.



See also [“Access Cards”](#), [“Event Staff”](#), [“Exclusive and Preferred Services”](#), [“Guard Services”](#), [“Keys”](#) and [“Police Officers”](#)

87) Service Contractors

Certain services provided within the facilities are on an exclusive or preferred (non-exclusive) basis. Licensee shall not contract any services which conflict with or violate the terms of the exclusive agreements.

Contact your assigned Events Services Coordinator for more information on general service contractors (decorators) and other outside contractors, or visit the facilities’ website at www.sahbgcc.com.

See also [“Exclusive and Preferred Services”](#) and [“General Services”](#)

88) Signage

See [“Posters/Signage”](#)

89) Skirting

Room rental includes skirting of head tables, hollow squares, classroom tables, and registration tables. Quantities are limited.

Room rental does not include linens for round tables. Additional tables for catering service and round table-top linens are available through the facilities’ catering provider. Skirting for exhibitor tables must be obtained through the general services contractor (decorator).

Please contact your assigned Events Services Coordinator for more information.

See also [“Exhibit Booth Furnishings”](#), [“Meeting Room Service”](#), and [“General Services”](#)

90) Sound

See [“Audio Visual \(A/V\)”](#)

91) Spray Paint

See [“Painting”](#)

92) Stage Hands

Licensee is responsible for utilizing a qualified provider for all stage hand requirements including rigging, lighting, sound, etc. Stage hand requirements can be coordinated through PSAV – the preferred provider of audio visual services – or through another audio visual provider.

See also [“Audio Visual \(A/V\)”](#), [“Event Staff”](#), [“Event Personnel”](#), [“Exclusive and Preferred Services”](#), [“General Services”](#), [“Lila Cockrell Theatre”](#), and [“Rigging”](#)

93) Staples/Tacks/Nails/Screws

The use of staples, tacks, hangers, nails, screws, bolts, etc. on any floor, wall, door, column, ceiling, table, chair, airwall, riser or any other facilities’ furniture, fixture or equipment is strictly prohibited. Licensee is responsible for the labor and materials required for repair resulting from violation of this policy.

94) Stickers/Decals/Adhesives

The use of any type of stickers, decals, or adhesives on any floor, wall, windows, door, column, ceiling, table, chair, airwall, riser or any other facilities’ furniture, fixture or equipment is strictly prohibited. Licensee is responsible for the labor and materials required for cleanup and repair



resulting from violation of this policy.

See also "[Tape](#)"

95) Tape/Glue Dots

The use of double-sided tape on any floor, wall, door, column, ceiling, table, chair, airwall, riser or any other facilities' furniture, fixture or equipment is strictly prohibited. Only masking or decorator tape may be used on exhibit hall or other concrete floors. Licensees may purchase special tape from the facilities for use on carpet and glue dots to attach signage to facilities' lecterns. Licensee is responsible for ensuring all tape is removed at the conclusion of the event. Licensee is responsible for the labor and materials required for cleanup and repair resulting from violations of this policy.

Contact your assigned Events Services Coordinator for more information.

96) Taxes

See "[Licenses/Permits/Taxes](#)"

97) Telecommunications/Data

The facilities do not provide telecommunications services. Licensees and exhibitors must utilize SmartCity Networks – the exclusive provider of telecommunications services.

Contact (210) 258-8900 or visit www.smartcitynetworks.com for more information.

See also "[Exclusive and Preferred Services](#)"

98) Television Monitors/Cable T.V.

For televisions in the exhibit halls or other areas where power is not available, Licensees or exhibitors must utilize one of the exclusive temporary event utilities providers to provide power. Televisions may be rented through PSAV – the preferred provider of audio visual services – or another audio visual provider. Cable television service is available through Time Warner Cable by calling (210) 244-0500 or visiting www.twc-sa.com.

See also "[Audio Visual \(A/V\)](#)", "[Electricity](#)", "[Exclusive and Preferred Services](#)" and "[Utility Services](#)"

99) Theatre

See "[Lila Cockrell Theatre](#)"

100) Ticketing (Event Ticketing)

Ticketmaster is the exclusive provider of event ticketing services. Call (210) 525-1100 or visit www.ticketmaster.com for more information.

See also "[Exclusive and Preferred Services](#)"

101) Track Vehicles

Vehicles that utilize tracks are strictly prohibited from operation within the facilities. Track vehicles can only enter the facilities on wheeled trailers and unloaded on proper floor tracks placed temporarily on the floor. Vehicles must remain on these floor tracks until removed. Track vehicles must also comply with all regulations in the Fire Regulations packet.

102) Trash Removal

The facilities provide open-top dumpsters for Licensee use during an event or for move-in/move-out. Licensees are responsible for a disposal fee for the use of these dumpsters if an excessive amount of debris (i.e. stage sets) is discarded in these dumpsters. Licensees and



exhibitors are subject to additional fees for disposal of crates or pallets in these dumpsters. The facilities regularly remove trash from facility receptacles as necessary. Facilities staff does not remove any other trash, including in exhibit areas. Additional fees will be incurred by Licensee for removal of any other trash.

103) Truck Docks

See "[Loading Docks](#)"

104) Unions

The state of Texas is a "right-to-work" state and, as such, the use of union labor is not required. Licensees are only required to utilize qualified personnel. Many types of contractor personnel, including audio visual, decorating and rigging, may be unionized. The use of union or non- union labor is strictly between Licensee and the contractor.

105) Ushers

Rental rates do not include event personnel, including ushers. Licensee is responsible for all event staff, including ushers. Public shows in the convention center require the use of qualified ushers. Ushers can also include ticket takers, additional non-police security, meeting room monitors, badge checkers, and door monitors. The facilities have specific usher requirements for many types of events, including public events and ticketed events in the Lila Cockrell Theatre. The facilities reserve the right to require the use of in-house staff for ushering for ticketed events in the Lila Cockrell Theatre, or to allow Licensees to utilize outside event staffing contractors for events in the convention center. Please contact your assigned Events Services Coordinator for more information.

See also "[Event Staff](#)"

106) Utility Services (Temporary Event Utilities)

The facilities do not provide temporary event utilities such as power, lighting, compressed air, water and drain lines, fill and drain services, natural gas lines, gas cylinders, and associated labor. Licensee must utilize one of the exclusive providers of temporary event utilities for these services.

See also "[Electricity](#)", "[Exclusive and Preferred Services](#)", "[Lighting](#)", "[Natural Gas](#)", "[Propane](#)" and "[General Services](#)"

107) Water Service

Room rental includes water service at head table only. Room rental does not include water service at additional tables. Additional water service must be purchased thru the RK Group – the exclusive provider of food and beverage catering and concessions. Please contact your assigned Events Services Coordinator for more information.

See also "[Exclusive and Preferred Services](#)", "[General Services](#)" and "[Meeting Room Service](#)"

108) Weapons

The San Antonio Convention and Sports Facilities Department strictly prohibits weapons and firearms on facility property. If a weapon or firearm is to be used as part of a costume, exhibit, or trade show, a request must be made in writing at least thirty (30) days prior to first contracted day. Please contact your Events Services Coordinator for further details. The CSF Department reserves the right to have San Antonio Police Off-Duty Unit officers to inspect any firearm or weapon that is brought onto facility property. Anyone carrying an unauthorized weapon or firearm will be removed from the facility immediately. Only authorized law enforcement personnel with legal jurisdiction are permitted to carry firearms on facility property.



109) Wireless Services

Wired and wireless internet connection services are provided throughout the facilities by SmartCity Networks, the exclusive provider of telecommunications services. Contact (210) 258-8900 or visit www.smartcitynetworks.com for more information. Complimentary WiFi is currently provided in the Entrance Lobby and a few public areas of the facility.

See also "[Exclusive and Preferred Services](#)"